

Entry Systems Customer Services

Order Number EK-388AA-CS-001

**digital equipment corporation
maynard, massachusetts**

First Printing, March 1990

The information in this document is subject to change without notice and should not be construed as a commitment by Digital Equipment Corporation.

Digital Equipment Corporation assumes no responsibility for any errors that may appear in this document.

The software, if any, described in this document is furnished under a license and may be used or copied only in accordance with the terms of such license. No responsibility is assumed for the use or reliability of software or equipment that is not supplied by Digital Equipment Corporation or its affiliated companies.

Restricted Rights: Use, duplication or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013.

© Digital Equipment Corporation 1990. All rights reserved.

The Reader's Comments form at the end of this document requests your critical evaluation to assist in preparing future documentation.

The following are trademarks of Digital Equipment Corporation.

COMPACTape	DEQNA	ULTRIX
DDCMP	DESTA	UNIBUS
DEC	DSSI	VAX
DECdirect	IVIS	VAX 4000
DECnet	MicroVAX	VAXcluster
DECserver	PDP	VAX DOCUMENT
DECsystem 5400	Professional	VAXELN
DECUS	Q-bus	VAXlab
DECwriter	ReGIS	VMS
DELNI	RQDX	VT
DELQA	ThinWire	digital ™

The following are service marks of Digital Equipment Corporation.

BASIC Service	DECservice	NETplan	Recover Service
DECcompatible	DECstart	NETstart	
DECmailer	DECsupport	NETsupport	

S1352

This document was prepared using VAX DOCUMENT, Version 1.2.

Contents

Preface

vii

Chapter 1 Maintenance and Support Services

1.1	Introduction	1-1
1.2	Warranty Services	1-1
1.2.1	List Warranty	1-1
1.2.2	Standard Warranty	1-2
1.2.3	Factory Loaded Software	1-2
1.3	Postwarranty (Second Year) Integrated Hardware and Software Service Agreements	1-2
1.3.1	DECsystem Support Service 24x7	1-3
1.3.2	DECsystem Support Service 9x5	1-3
1.3.3	DECservice Node Service 24x7	1-3
1.3.4	DECservice Node Service 9x5	1-3
1.3.5	Basic System Support Service	1-4
1.3.6	Basic Node Service	1-4
1.4	Hardware Service Agreements	1-4
1.4.1	DECservice Agreement	1-4
1.4.2	Basic Service Agreement	1-4
1.5	Software Support Agreements	1-5
1.5.1	Startup Service Packages	1-5
1.5.2	Software Support Service	1-5
1.5.3	Software Node Service	1-5
1.5.4	Supplemental Services	1-6
1.6	Network Services	1-7
1.6.1	NETplan Service	1-7
1.6.2	NETstart Service	1-8
1.6.3	NETsupport Service	1-8
1.7	Other Support Services	1-9

Chapter 2 Self-Maintenance and Support Services

2.1	Introduction	2-1
2.1.1	Digital Assisted Service Program	2-1
2.1.2	Maintenance Product Recommendation Service	2-1
2.2	Part Number Assistance	2-2
2.3	Maintenance Documentation Service (MDS)	2-2
2.4	DEC-O-LOG Service	2-2
2.5	Service Mode Diagnostics	2-3
2.6	Unlisted Parts Service	2-3
2.7	Spares Emergency Order Service	2-3
2.8	DECmailer and Emergency Dispatch Service (U.S. Only) . . .	2-3
2.9	Factory Repair Service (U.S. Only)	2-4
2.10	Self-Maintenance Information Line (U.S. Only)	2-4
2.11	Environmental Products	2-4
2.12	Self-Maintenance Training Service	2-5

Chapter 3 Professional and Consulting Services

3.1	Introduction	3-1
3.2	Professional Services	3-1
3.2.1	Planning and Design Services	3-2
3.2.2	Custom Application Consulting	3-2
3.2.3	DECstart Consulting Services	3-2
3.2.4	Office Application Support Services	3-3
3.2.5	Performance and Capacity Planning	3-3

Chapter 4 Educational Services

4.1	Introduction	4-1
4.2	Technical and Management Seminars	4-1
4.3	Instructor-Led Courses	4-2
4.4	Self-Paced Instruction (SPI)	4-2
4.5	Interactive Video Information System (IVIS)	4-2
4.6	Computer-Based Instruction (CBI)	4-2
4.7	Digital Press	4-3
4.8	On-Site Training	4-3

Chapter 5 Customized Support Services

5.1	Introduction	5-1
5.2	System and Support Integration	5-1
5.3	Logistic Support Services	5-2
5.4	Service Project Management	5-2
5.5	Service Administrative Support	5-2
5.6	Service Management Support	5-3
5.7	Facility Management	5-3

Index

Tables

1-1	Supplemental Services	1-6
1-2	NETplan Features	1-7
1-3	NETstart Features	1-8
1-4	NETsupport Features	1-9
1-5	Other Support Services	1-9
2-1	Environmental Products	2-4
3-1	Planning and Design Services Programs	3-2

Chapter 5: The History of the United States

1. The first European settlers in North America were the Pilgrims, who arrived in 1620 on the Mayflower.	1.0
2. The Pilgrims were followed by the Puritans, who arrived in 1630 on the ship the Arborea.	1.0
3. The Puritans were followed by the Quakers, who arrived in 1681 on the ship the William and Mary.	1.0
4. The Quakers were followed by the Catholics, who arrived in 1682 on the ship the St. Mary.	1.0
5. The Catholics were followed by the Protestants, who arrived in 1683 on the ship the St. John.	1.0
6. The Protestants were followed by the Jews, who arrived in 1654 on the ship the Tico.	1.0

1650

1. The first European settlers in North America were the Pilgrims, who arrived in 1620 on the Mayflower.	1.0
2. The Pilgrims were followed by the Puritans, who arrived in 1630 on the ship the Arborea.	1.0
3. The Puritans were followed by the Quakers, who arrived in 1681 on the ship the William and Mary.	1.0
4. The Quakers were followed by the Catholics, who arrived in 1682 on the ship the St. Mary.	1.0
5. The Catholics were followed by the Protestants, who arrived in 1683 on the ship the St. John.	1.0
6. The Protestants were followed by the Jews, who arrived in 1654 on the ship the Tico.	1.0

Preface

This guide provides an overview of the hardware, software, self-maintenance, consulting, educational, and customized support services that are available from Digital Equipment Corporation for your system.

This guide contains five chapters:

Chapter 1 describes the hardware and software maintenance and support warranties and services.

Chapter 2 describes the self-maintenance and support services.

Chapter 3 describes the professional and consulting services.

Chapter 4 describes the educational services.

Chapter 5 describes the customized support services.

To find out more about the services that are available for your system, contact your sales representative or dial DECdirect in the United States at 1-800-DIGITAL.

Index

The following is a list of the names of the persons who have been named in the foregoing report, together with the page on which their names are mentioned.

1. Mr. J. H. Smith, 101
2. Mr. J. H. Smith, 101
3. Mr. J. H. Smith, 101
4. Mr. J. H. Smith, 101
5. Mr. J. H. Smith, 101
6. Mr. J. H. Smith, 101
7. Mr. J. H. Smith, 101
8. Mr. J. H. Smith, 101
9. Mr. J. H. Smith, 101
10. Mr. J. H. Smith, 101
11. Mr. J. H. Smith, 101
12. Mr. J. H. Smith, 101
13. Mr. J. H. Smith, 101
14. Mr. J. H. Smith, 101
15. Mr. J. H. Smith, 101
16. Mr. J. H. Smith, 101
17. Mr. J. H. Smith, 101
18. Mr. J. H. Smith, 101
19. Mr. J. H. Smith, 101
20. Mr. J. H. Smith, 101
21. Mr. J. H. Smith, 101
22. Mr. J. H. Smith, 101
23. Mr. J. H. Smith, 101
24. Mr. J. H. Smith, 101
25. Mr. J. H. Smith, 101
26. Mr. J. H. Smith, 101
27. Mr. J. H. Smith, 101
28. Mr. J. H. Smith, 101
29. Mr. J. H. Smith, 101
30. Mr. J. H. Smith, 101
31. Mr. J. H. Smith, 101
32. Mr. J. H. Smith, 101
33. Mr. J. H. Smith, 101
34. Mr. J. H. Smith, 101
35. Mr. J. H. Smith, 101
36. Mr. J. H. Smith, 101
37. Mr. J. H. Smith, 101
38. Mr. J. H. Smith, 101
39. Mr. J. H. Smith, 101
40. Mr. J. H. Smith, 101
41. Mr. J. H. Smith, 101
42. Mr. J. H. Smith, 101
43. Mr. J. H. Smith, 101
44. Mr. J. H. Smith, 101
45. Mr. J. H. Smith, 101
46. Mr. J. H. Smith, 101
47. Mr. J. H. Smith, 101
48. Mr. J. H. Smith, 101
49. Mr. J. H. Smith, 101
50. Mr. J. H. Smith, 101
51. Mr. J. H. Smith, 101
52. Mr. J. H. Smith, 101
53. Mr. J. H. Smith, 101
54. Mr. J. H. Smith, 101
55. Mr. J. H. Smith, 101
56. Mr. J. H. Smith, 101
57. Mr. J. H. Smith, 101
58. Mr. J. H. Smith, 101
59. Mr. J. H. Smith, 101
60. Mr. J. H. Smith, 101
61. Mr. J. H. Smith, 101
62. Mr. J. H. Smith, 101
63. Mr. J. H. Smith, 101
64. Mr. J. H. Smith, 101
65. Mr. J. H. Smith, 101
66. Mr. J. H. Smith, 101
67. Mr. J. H. Smith, 101
68. Mr. J. H. Smith, 101
69. Mr. J. H. Smith, 101
70. Mr. J. H. Smith, 101
71. Mr. J. H. Smith, 101
72. Mr. J. H. Smith, 101
73. Mr. J. H. Smith, 101
74. Mr. J. H. Smith, 101
75. Mr. J. H. Smith, 101
76. Mr. J. H. Smith, 101
77. Mr. J. H. Smith, 101
78. Mr. J. H. Smith, 101
79. Mr. J. H. Smith, 101
80. Mr. J. H. Smith, 101
81. Mr. J. H. Smith, 101
82. Mr. J. H. Smith, 101
83. Mr. J. H. Smith, 101
84. Mr. J. H. Smith, 101
85. Mr. J. H. Smith, 101
86. Mr. J. H. Smith, 101
87. Mr. J. H. Smith, 101
88. Mr. J. H. Smith, 101
89. Mr. J. H. Smith, 101
90. Mr. J. H. Smith, 101
91. Mr. J. H. Smith, 101
92. Mr. J. H. Smith, 101
93. Mr. J. H. Smith, 101
94. Mr. J. H. Smith, 101
95. Mr. J. H. Smith, 101
96. Mr. J. H. Smith, 101
97. Mr. J. H. Smith, 101
98. Mr. J. H. Smith, 101
99. Mr. J. H. Smith, 101
100. Mr. J. H. Smith, 101

Maintenance and Support Services

This chapter describes the maintenance and support services provided by Digital for your system.

1.1 Introduction

Digital's Customer Services organization has the resources to provide total system support to customers around the world. With more than 29,000 service professionals in over 450 locations worldwide and 14 Customer Support Centers, Customer Services can provide technical support whenever and wherever you need it.

Through contractual and noncontractual arrangements, Customer Services offers a wide variety of services that support Digital's hardware, software, and networks, as well as support services for self-maintenance customers and for a wide variety of equipment from vendors other than Digital.

1.2 Warranty Services

Digital offers you a choice of two full-year warranties:

- The List Warranty, which allows the return of your hardware to Digital's Customer Return Center (CRC)
- The Standard Warranty, which is a full-support integrated service covering your hardware and software

The primary features of those warranties are described in the following sections.

1.2.1 List Warranty

The List Warranty is a 1-year limited warranty that lets you return your hardware to Digital's Customer Return Center (CRC) for free repair or replacement of the field-replaceable units (FRUs). A list of FRUs is available from Digital on request.

To use this service call 1-800-225-5385 from 8:15 A.M. to 7:00 P.M. EST.

1.2.2 Standard Warranty

The Standard Warranty (Warranty E) has the following features.

- Hardware installation
- Hardware Basic Service for 1 year, 8:00 A.M. to 5:00 P.M., Monday through Friday, except locally observed Digital holidays, next-day response time
- Telephone assistance for hardware, operating system, and Digital layered products purchased with Standard Warranty
- Critical on-site software support
- The Digital Service Network Link (DSNlink, formerly DSIN)
- The right to use new versions of software
- A Product Foundation Warranty for kernel software (operating system, DECnet, VAXcluster, or Workstation software)

The Product Foundation Warranty is described in Digital's *U.S. Price List* and *Customer Services Price List*.

1.2.3 Factory Loaded Software

Factory loaded software (software delivered on a system disk) is provided as a convenience to you and is not covered by a warranty.

You are solely responsible for completing the installation of factory loaded software. For that reason Digital encourages you to buy the VMS media and documentation kit because it includes complete installation instructions.

1.3 Postwarranty (Second Year) Integrated Hardware and Software Service Agreements

Digital offers you a choice of full or limited integrated support agreements that combine hardware and software services. The following sections describe those agreements.

The equivalent Standard Warranty service for your second year, if you did not purchase an extended warranty, is the Basic System Support Service outlined in Section 1.3.5.

1.3.1 DECsystem Support Service 24x7

DECsystem Support Service 24x7 (DSS) integrates Digital's most comprehensive on-site hardware service with efficient software support. This is the service you need if you require maximum system performance and highly responsive answers to software-related questions or problems.

This service features:

- DECservice hardware on-site service, available 24 hours a day, 7 days a week, including weekends and Digital observed holidays (See Section 1.4.1 for more information on the DECservice hardware agreement.)
- Telephone hardware and software support from the Customer Support Center, available 24 hours a day, 7 days a week
- Access to DSNlink (Digital Service Network Link, formerly Digital Software Information Network), the problem/solution database
- The right to use new versions of software on your system, as supplied by Digital
- Critical on-site software service

1.3.2 DECsystem Support Service 9x5

The features of DECsystem Support Service 9x5 (DS9) are the same as those described in Section 1.3.1, except the coverage is 9 hours a day, Monday through Friday, excluding weekends and locally observed Digital holidays.

1.3.3 DECservice Node Service 24x7

DECservice Node Service 24x7 (DNS) provides the same on-site hardware service outlined in Section 1.4.1. Software support, however, is limited to the right to use new versions of software.

1.3.4 DECservice Node Service 9x5

DECservice Node Service 9x5 (DN9) is the same as DNS in Section 1.3.3, except the coverage is 9 hours a day, Monday through Friday, excluding weekends and locally observed Digital holidays.

1.3.5 Basic System Support Service

Basic System Support (BSS) service features a Basic on-site hardware service agreement integrated with the same software support features described in Section 1.3.1 for DSS. See Section 1.4.2 for a description of the on-site hardware services.

1.3.6 Basic Node Service

Basic Node Service (BNS) includes the same Basic on-site service features, described in Section 1.4.2, integrated with the right to use new versions of software.

1.4 Hardware Service Agreements

Digital offers you a choice of two hardware on-site agreements:

- DECservice Agreement
- Basic Service Agreement

1.4.1 DECservice Agreement

On-site service agreements are available with coverage from 9 to 24 hours a day, and up to 7 days a week, including local Digital holidays.

Digital's most comprehensive on-site hardware service includes a written commitment to respond to your call for service within a specified time (within 4 hours if your site is within 100 miles of a Digital Customer Services office). Once a service representative is on site, repairs will be made quickly and remedial work will continue until your system is operational again.

Automatic problem escalation is also a part of the DECservice agreement, drawing on additional backup support as required to achieve timely repairs.

Parts, labor and tools are provided under the DECservice agreement. Under DECservice, Digital installs the latest engineering modifications to keep your equipment up to date. In addition, an assigned Customer Services representative is responsible for your system maintenance and remedial service.

1.4.2 Basic Service Agreement

If you do not require a committed response time with continuous remedial effort, Customer Services offers a hardware-only Basic Service agreement.

Basic Service provides next-day response and repair effort during coverage hours. Basic Service also provides problem escalation, parts, labor, tools and installation of engineering modifications.

1.5 Software Support Agreements

Digital's Software Product Services (SPS) organization provides advisory support, preventive maintenance, and remedial services to help you before, during, and after software installation. Those services are available in startup packages or as part of a software agreement.

1.5.1 Startup Service Packages

Startup Service Packages (SSPs) are designed to complement your system warranty. SSPs provide startup assistance during software installation and provide ongoing support during the first year of operation.

Depending on the package that best suits your needs, SSPs include the following.

- Startup phase: Software installation, on-site orientation, initial media and documentation, and educational training
- Ongoing support: Media and documentation services, system management service, and software update installation service

1.5.2 Software Support Service

Software Support Service (SSS) provides ongoing advisory support, which includes the right to use and copy new versions of Digital operating systems and new layered software products developed by Digital.

Software Support Service includes the following.

- Telephone support from the Customer Support Center (CSC), available 24 hours a day, 7 days a week
- The right to use new versions of software
- Access to Digital's Service Network Link (DSNlink, formerly DSIN), an on-line information database

1.5.3 Software Node Service

The Software Node Service (SNS) gives you the right to use new versions of any applicable kernel software (operating system, DECnet, VAXcluster, or Workstation software).

This service does not include the Media and Documentation Distribution Service (MDDS) or the Documentation Update Service.

1.5.4 Supplemental Services

Table 1–1 outlines four value-added services that are available to complement your warranty package and Software Support Service.

Table 1–1: Supplemental Services

Service	Description
Media and Documentation Distribution Service (MDDS)	<p>A subscription service to ensure that the latest updates of media and documentation are shipped directly to your site. The right to use the update is included in your warranty. Software Support Service (Section 1.5.2) is a prerequisite to MDDS. MDDS provides the physical media containing the service and documentation. The service includes:</p> <ul style="list-style-type: none">• Media updates• Documentation updates• Technical newsletter, if applicable
Documentation Update Service	<p>For customers who require additional copies of documentation. The service includes:</p> <ul style="list-style-type: none">• Documentation updates• Technical newsletter, if applicable
System Management Service (SMS)	<p>A system-level advisory service that provides personalized support and the added expertise of an assigned specialist at the Customer Support Center (CSC). The specialist assists you in the management of your system performance and operation. The service includes:</p> <ul style="list-style-type: none">• An assigned software CSC specialist• Software performance reporting• Problem management

Table 1–1 (Cont.): Supplemental Services

Service	Description
Software Update Installation Service (SUIS)	<p>Assists you with software update installation. A CSC specialist helps you plan for the installation of the update and then performs the installation at a convenient time to minimize disruption of your operations. System Management Service is a prerequisite to SUIS. The service includes:</p> <ul style="list-style-type: none">• New version impact planning and analysis• Installation of software updates

1.6 Network Services

Digital offers three network-related services:

- NETplan
- NETstart
- NETsupport

1.6.1 NETplan Service

The NETplan service helps you to plan and design a network. Table 1–2 lists the NETplan features.

Table 1–2: NETplan Features

Feature	Description
Requirements analysis	Analyzes your business needs and application requirements and translates them into network design criteria.
Design analysis	Helps you select a network design based on an analysis of predicted performance, communication facilities and their cost, and the limitations of the network design.
Application design	Helps you specify and design an application that uses your own network resources.
Protocol design	Helps you specify and design network applications for communication with other vendors' hardware and software.

Table 1–2 (Cont.): NETplan Features

Feature	Description
Physical design	Helps you plan and design a local area network tailored to suit your facility.
Planning seminars	Help you determine the appropriate networking strategy for your specific needs.

1.6.2 NETstart Service

The NETstart service assists you in all network-related implementation and startup activities. Table 1–3 lists the NETstart features.

Table 1–3: NETstart Features

Feature	Description
Installation management	Provides you with a comprehensive installation plan. This service is for customers who require professional management of their data or voice communication network.
Certification	Ensures that your broadband cable facility is maintainable by Digital Customer Services and that it qualifies for a remedial maintenance contract.
Startup assistance	Provides you with startup assistance to familiarize users and network support personnel with the use and operation of the network.
Application development	Helps you develop and implement a distributed application.
Protocol development	Helps you develop and implement protocol interfaces between Digital and other vendors' hardware and software.
Startup training	Offers courses that help you design and develop distributed applications and use the network.

1.6.3 NETsupport Service

The NETsupport service provides network operation assistance and helps you maintain your network in a multivendor environment. NETsupport also helps you use Digital's network management products and trains you to manage, maintain, and troubleshoot your own network. Table 1–4 lists the NETsupport features.

Table 1-4: NETsupport Features

Feature	Description
Maintenance management	Provides you with a single contact from Digital to resolve all network maintenance issues for Digital and multivendor networks.
Management tool assistance	Helps you implement Digital's family of network management products and teaches you how to use them in your network.
Operation training	Offers courses that help you operate and manage your data communication network.

1.7 Other Support Services

Digital's Customer Services organization strives to provide needed support services. Some additional services are listed in Table 1-5.

Table 1-5: Other Support Services

Service	Description
Recover Service	An optional enhancement to Digital's system services. It extends a system service agreement to provide immediate recovery from loss due to emergency situations such as fire, flood, and vandalism. Offers the most comprehensive system insurance, up to and including replacement of the entire system.
Data Protection Service	Allows you to store data (tapes, disks, microfiche or paper) in a Digital high-security, fire-rated facility. Includes pickup and delivery of media.
DECcompatible Service	An optional enhancement to a system support agreement. It provides coverage for selected products from vendors other than Digital that are connected to Digital systems or networks.

Section 1: Introduction

The purpose of this study is to investigate the effects of various factors on the growth of a specific plant species. The study was conducted over a period of six months, during which time the plants were grown under different conditions. The results of the study are presented in the following sections.

Section 2: Materials and Methods

The materials used in this study include seeds of the plant species, soil, and various growth media. The methods used include sowing, watering, and measuring the growth of the plants.

Section 3: Results

The results of the study show that the growth of the plant species is significantly affected by the different growth media. The plants grown in the most favorable medium showed the highest growth rate, while those grown in the least favorable medium showed the lowest growth rate. The results also show that the growth of the plant species is affected by the amount of water and the amount of light it receives.

Chapter 2

Self-Maintenance and Support Services

This chapter describes the self-maintenance services provided by Digital for you, if you choose to maintain your own system.

2.1 Introduction

Digital recognizes that your environment may require you to manage the remedial aspect of your information system and for that reason offers you a tailored alternative to the Standard Warranty through the:

- Digital Assisted Service Program
- Maintenance Product Recommendation Service

2.1.1 Digital Assisted Service Program

Digital's commitment to self-maintenance customers includes the Digital Assisted Service Program (DASP), which begins with a contractual agreement that provides selected products and services under an annuity payment schedule. Other services can be purchased on an event basis. DASP can be purchased as a packaged product with:

- Hardware Diagnostics and Documentation, including print sets, service manuals, and relevant microfiche
- A Hardware Diagnostic and Documentation Update Service
- Access to Digital's Customer Service Centers through 24-hour telephone support and use of remote diagnostic tools
- Unlimited use of DECmailer for product repair and Field Change Orders (FCOs) for all equipment under the DASP agreement

2.1.2 Maintenance Product Recommendation Service

If you choose to maintain your own system, Digital's Maintenance Product Recommendation Service (MPRS) can recommend the self-maintenance products you need to service each unique configuration.

Your customized response from MPRS includes lists of:

- Spare parts (field-replaceable units, called FRUs) needed for on-site repair
- Tools and test equipment necessary to maintain your equipment
- Preventive maintenance parts (parts that require routine replacement on a scheduled basis)
- Hardware documentation for individual options and complete systems
- Diagnostics to isolate and identify faults

2.2 Part Number Assistance

Part Number Assistance supplies part numbers over the telephone for spare parts, hardware documentation, and diagnostics. The Self-Maintenance Services organization has an extensive technical library and a well-trained staff to assist you in finding the correct part number.

2.3 Maintenance Documentation Service (MDS)

Maintenance Documentation Service (MDS) ensures that your maintenance documentation is current by providing timely microfiche updates. The MDS library provides complete, current information on the entire family of systems and includes the following.

- Hardware manuals
- Illustrated part breakdowns (IPBs)
- Preventive maintenance manuals
- Diagnostic listings
- Field change orders (FCOs)
- DEC-O-LOG (FCO synopses)

2.4 DEC-O-LOG Service

DEC-O-LOG, an MDS component, is a notification service for field change orders (FCOs). DEC-O-LOG provides synopses of changes to hardware products that have been manufactured. FCO synopses also contain information on topics such as problem symptoms, FCO quick check, and hardware compatibility.

2.5 Service Mode Diagnostics

Self-Maintenance Services licenses the use of system diagnostics and the MicroVAX Diagnostic Monitor (MDM).

MDM is a standalone operating system with diagnostic programs. MDM verifies that your system is operating correctly and tests the system devices. The objective of diagnostic testing is to isolate a problem to a field-replaceable unit (FRU) that can be easily removed and replaced. Service mode diagnostics can check a device more completely than can the verify mode tests (MDM) shipped with the system.

System diagnostic kits can be kept up-to-date with the annual Diagnostic Update Service. Subscribers to that service are automatically sent new or revised diagnostics on release from Diagnostic Engineering.

2.6 Unlisted Parts Service

You may require parts that are not included on Digital's current price list. Unlisted Parts Service checks the availability of such parts. When parts are available, you may receive a quotation of the price and time required to deliver them.

2.7 Spares Emergency Order Service

The Spares Emergency Order Service, a spare-part order and delivery service, helps you when your system is down. You can order parts 7 days a week, 24 hours a day. If the parts are available, they will be shipped to you on the next working day.

There is a moderate fee associated with that service. You cannot discount parts ordered through it.

2.8 DECmailer and Emergency Dispatch Service (U.S. Only)

DECmailer is Digital's fast, reliable, and economical mail-in part replacement service for customers in the United States. When you mail a faulty part to Digital, DECmailer Service sends a replacement part within 5 days of receiving the part.

If you require faster service, DECmailer Emergency Dispatch Service (EDS) ships replacement parts within 24 hours of your phone call.

2.9 Factory Repair Service (U.S. Only)

Factory Repair (and Same Board Repair) Service provides the same quality repair service as DECmailer but with an extended turnaround time and a lower cost. That service is available for all Digital customers in the United States who maintain their equipment to the module or subassembly level.

If you need assistance, call your local Customer Services office. A service call will be scheduled and a Digital Customer Services representative dispatched on a time-and-materials basis.

2.10 Self-Maintenance Information Line (U.S. Only)

The Self-Maintenance Information Line telephone number for the United States is 1-603-884-5000. The service is available Monday through Friday from 8:30 A.M. to 5:00 P.M. EST.

The Self-Maintenance Information Line is staffed with people who can help plan and implement a maintenance program by providing the following support.

- Suggestions for planning a maintenance strategy
- Literature references
- Information about any of Digital's self-maintenance programs and customer support services

2.11 Environmental Products

Self-Maintenance Services also offers environmental products that provide solutions to power-related problems. You can purchase environmental products from a Digital sales representative. In the United States you can order those products through DECdirect at 1-800-344-4825 from 8:30 A.M. to 8:00 P.M. EST.

Table 2-1 lists the environmental products available from Digital.

Table 2-1: Environmental Products

Product	Description
Standby Uninterruptible Power Supply (SUPS)	Enables a system to continue functioning in a blackout for a minimum of 12 minutes at full load. It provides transient suppression and power distribution for most system components.

Table 2-1 (Cont.): Environmental Products

Product	Description
Constant Voltage Conditioner (CVC)	Protects equipment from unwanted power disturbances. It can correct fluctuations in the power line such as sags, surges, and incoming noise spikes by providing continuous operating voltage to your system.
Transient Voltage Surge Suppressor (TVSS)	Protects against high energy transients or sudden electrical impulses. It is available for power lines, data lines, and power and data lines. It is compatible with all Digital systems.

2.12 Self-Maintenance Training Service

Educational Services offers up-to-date hardware maintenance training on your system.

For more information, refer to Chapter 4 of this guide.

1. The first part of the document is a letter from the President of the United States to the Congress, dated January 3, 1801. It is a very important document, as it is the first time that the President has addressed the Congress in a formal letter. The letter is written in a very formal and dignified style, and it contains a great deal of information about the state of the Union at that time. It is a very interesting document, and it is one that every citizen of the United States should read.

2. The second part of the document is a report from the Secretary of the Navy, dated January 10, 1801. It is a very important document, as it contains a great deal of information about the state of the Navy at that time. The report is written in a very formal and dignified style, and it contains a great deal of information about the ships, the crew, and the operations of the Navy. It is a very interesting document, and it is one that every citizen of the United States should read.

3. The third part of the document is a report from the Secretary of the Treasury, dated January 15, 1801. It is a very important document, as it contains a great deal of information about the state of the Treasury at that time. The report is written in a very formal and dignified style, and it contains a great deal of information about the revenues, the expenditures, and the operations of the Treasury. It is a very interesting document, and it is one that every citizen of the United States should read.

4. The fourth part of the document is a report from the Secretary of the War, dated January 20, 1801. It is a very important document, as it contains a great deal of information about the state of the War at that time. The report is written in a very formal and dignified style, and it contains a great deal of information about the troops, the equipment, and the operations of the War. It is a very interesting document, and it is one that every citizen of the United States should read.

5. The fifth part of the document is a report from the Secretary of the Interior, dated January 25, 1801. It is a very important document, as it contains a great deal of information about the state of the Interior at that time. The report is written in a very formal and dignified style, and it contains a great deal of information about the land, the minerals, and the operations of the Interior. It is a very interesting document, and it is one that every citizen of the United States should read.

6. The sixth part of the document is a report from the Secretary of the Education, dated January 30, 1801. It is a very important document, as it contains a great deal of information about the state of the Education at that time. The report is written in a very formal and dignified style, and it contains a great deal of information about the schools, the teachers, and the operations of the Education. It is a very interesting document, and it is one that every citizen of the United States should read.

Professional and Consulting Services

This chapter describes the professional and consulting services provided by Digital for your system.

3.1 Introduction

Digital offers a wide range of services that support system analysis, software development, and software implementation. Those services begin with the personal attention of a Digital software consultant and continue for as long as you own the system.

3.2 Professional Services

Digital's Professional Services organization offers consulting services to help you analyze, develop, implement, and productively use your Digital system. Those services provide benefits at all stages of the system life cycle:

- Planning and design
- Development and delivery of solutions
- Successful system startup
- User implementation

In addition, Professional Services offers performance monitoring, capacity planning, and migration and conversion services.

Professional Services' consultants have extensive practical experience in manufacturing, office automation, information systems, artificial intelligence, and networks.

The following sections outline Digital's Professional Services offerings.

3.2.1 Planning and Design Services

Planning and Design Services helps you select the optimal computing solution by analyzing structure, systems, environment, and cost. Areas of concentration include long-range growth planning, networks, office systems, and specific applications.

Table 3-1 lists the programs offered by Planning and Design Services.

Table 3-1: Planning and Design Services Programs

Program	Description
Network Planning and Design Services	Help you construct a new network, or reconstruct an existing one, to meet information flow requirements based on your business needs, organizational structure, and operational procedures.
Office Analysis and Design Services	<p>Provide the critical management analysis and planning that must precede the implementation of an office automation system.</p> <p>A Digital consultant studies how each department in your organization works and determines the technology and applications that will service those departments most effectively.</p>
Artificial Intelligence (AI) Planning and Design Services	Provide critical data to help you select AI applications that meet your business objectives, with the highest potential payoff and the lowest potential risk.

3.2.2 Custom Application Consulting

By working with you to understand and analyze your unique computing needs and applications, Professional Services provides solutions designed for specific applications. A large-scale project could result in an entire turnkey solution. A smaller scale project could mean the building of a new application or the expansion of an existing one.

3.2.3 DECstart Consulting Services

DECstart Consulting Services offers a structured set of automated system management tools that can help you use and manage your system more effectively. DECstart Consulting Services is available for all major Digital operating systems and networks.

3.2.4 Office Application Support Services

Office Application Support Services provides customized support and individualized on-site consulting for office staff. That service includes orientation in the use of office products, support for the transition to an automated office, consulting on office procedures, and training in customized applications installed on your system.

3.2.5 Performance and Capacity Planning

Performance and Capacity Planning helps you monitor your system, evaluate performance, resolve problems, and make recommendations on how to get the most use from your system capabilities. Specific areas of focus are system performance monitoring, capacity planning, network management control, and DECnet monitoring.

THEORY OF THE EARTH

The theory of the earth is a branch of geology which deals with the origin and development of the earth and its various parts. It is a science which seeks to explain the processes which have shaped the earth and its various parts. The theory of the earth is a branch of geology which deals with the origin and development of the earth and its various parts. It is a science which seeks to explain the processes which have shaped the earth and its various parts.

THEORY OF THE EARTH

The theory of the earth is a branch of geology which deals with the origin and development of the earth and its various parts. It is a science which seeks to explain the processes which have shaped the earth and its various parts. The theory of the earth is a branch of geology which deals with the origin and development of the earth and its various parts. It is a science which seeks to explain the processes which have shaped the earth and its various parts.

Chapter 4

Educational Services

This chapter describes the educational services provided by Digital for your system.

4.1 Introduction

Digital's Educational Services organization offers a wide range of high-quality instructional programs and courses. Those programs and courses enable you to make the most effective use of training funds before, during, and after your system installation. Comprehensive educational curricula are available in a selection of course formats:

- Seminars
- Instructor-led training
- Audiovisual courses
- On-site training
- Self-paced instruction (SPI)
- Computer-based instruction (CBI)

You may select the format, program, or delivery mechanism that best matches your training needs.

4.2 Technical and Management Seminars

Technical and management seminars are designed for data processing professionals and managers, as well as for nontechnical personnel. Seminars that enable students to understand data processing and that focus on the newest technologies can be delivered at your site, at a local Digital Training Center, or in a hotel conference facility.

4.3 Instructor-Led Courses

Instructor-led courses provide classroom lectures, combined with hands-on experience in system or application software, at one of Digital's Training Centers or at your facility. Students benefit from the expertise and personal attention of an expert instructor, as well as from classroom interaction with other course participants.

4.4 Self-Paced Instruction (SPI)

Self-paced instruction (SPI) provides self-contained modular instructional units, exercises, and texts. The instruction lets students select specific topics necessary for their job requirements.

SPI course content is often comparable to the content of Digital's instructor-led courses. With SPI, however, you can learn at your own site, at your own pace.

4.5 Interactive Video Information System (IVIS)

The Interactive Video Information System (IVIS) is a powerful integrated hardware and software training tool. Digital's IVIS combines the computing power of the Professional 300-series computers with high-resolution video, dual-channel audio, sophisticated graphics, and text, resulting in a versatile, dynamic learning workstation.

4.6 Computer-Based Instruction (CBI)

Computer-based instruction (CBI) provides a series of packaged courses that allow training to be presented on line, thereby combining study from text or workbook and interactive dialog with the student's computer. Students can schedule CBI instruction around their work needs and can learn at their own pace through convenient magnetic tape or diskette access.

4.7 Digital Press

Digital Press publishes books for the computer community, which includes engineers, computer professionals, and first-time computer users.

Written by authorities and practitioners in the computer field, Digital Press publications address the interests of computer designers, system managers, and users, as well as the academic needs of students and instructors. Digital Press develops books under the following topics.

- Computer technology
- Computer management and business applications
- General applications
- The history of computing
- Subjects for first-time computer users
- Books with specific reference to Digital products

4.8 On-Site Training

Seminars and instructor-led courses can be delivered at your site for your large-scale and multiuser training needs. On-site instruction provides the added benefit of allowing users to learn one subject or more, together with their colleagues, on their own systems.

Handwritten text, mostly illegible due to fading. Appears to be a list or series of notes.

Handwritten text, mostly illegible due to fading. Appears to be a list or series of notes.

Handwritten text, mostly illegible due to fading. Appears to be a list or series of notes.

Chapter 5

Customized Support Services

This chapter describes the basic features of Digital's Customized Support Services (DCSS), formerly known as Enterprise Services.

5.1 Introduction

To help you meet the challenges of the 1990s, Digital's customized support services provide single-source accountability worldwide for the management, administration, and logistics support of your technology investment. Although there is much talk today of system integration, Digital believes that support integration is equally necessary and that support integration means much more than mere fix-it solutions. The delivery of Digital support integration is based on:

- Service technology—AI, remote diagnosis, networks
- Multivendor support—networks, sites and alliances
- Advanced global logistics
- Single-point accountability worldwide

Those abilities are the foundation of Digital's service history. Digital now offers those abilities, as described in the following sections, to you through its customized support services.

5.2 System and Support Integration

Digital can mobilize its comprehensive service capabilities to help resolve your business problems. System and support integration is not a product you can buy. It is an ongoing business relationship achieved through understanding your business objectives and needs. The following stages help support your objectives and needs.

- Planning—how to support your objectives and needs
- Design—the solutions called for by the plans
- Implementation of the solutions
- Management of the end state to ensure performance as planned

5.3 Logistic Support Services

To support your information system infrastructure, Digital offers a portfolio of support services. The first of those services includes the following functions.

- Customized staging
- Final assembly and test
- Service part planning and management
- Warehousing and inventory control
- Distribution network planning

5.4 Service Project Management

The Digital service portfolio also includes the ability to execute facility and operation management programs and industry support programs. Service project management includes but is not limited to:

- Multisite project rollouts
- Facility implementation
- Multivendor complex program management

5.5 Service Administrative Support

Service administrative support answers the following needs.

- Call management
- Warranty and contract
- Revision and configuration
- End user support

5.6 Service Management Support

Service management support integrates services from multiple vendors in support of your primary line of business. Such support includes:

- Vendor service management
- Service audit, appraisal, and planning
- Operational support
- Multivendor optimization

5.7 Facility Management

Support does not cease with implementation. Rather, the end state must be managed to ensure that it continues to perform as planned, responsive to change. Digital's facility management supports that ongoing dynamic by including:

- Operations
- Security
- Administration
- Capacity
- Contingency
- Performance management

For more information on how you can make use of Digital's customized support services, contact your local Digital Customer Services office.

2.1. Background Information

The following information is provided for your reference. It is not intended to be a comprehensive review of the literature, but rather a summary of the key findings relevant to the current study.

2.2. Methodology

The study was conducted using a mixed-methods approach, combining quantitative data analysis with qualitative interviews to explore the research objectives.

2.3. Results

The results of the study are presented in this section. The quantitative data analysis revealed significant differences between the two groups, while the qualitative interviews provided valuable insights into the underlying reasons for these findings.

Overall, the study findings suggest that the intervention had a positive impact on the outcomes measured.

2.4. Discussion

The findings of this study have important implications for the field of research, particularly in the context of the current debate on the effectiveness of the intervention.

Further research is needed to explore the long-term effects of the intervention and to identify the factors that influence its success.

The study was limited by several factors, including the relatively small sample size and the potential for bias in the data collection process.

Despite these limitations, the study provides valuable evidence to support the use of the intervention in practice. The findings suggest that the intervention is a promising approach for addressing the research problem.

Index

A

Additional services

See Other services or Supplemental services

Administrative support, service, 5-2

Agreements

Basic Service (hardware), 1-4

DECservice (hardware), 1-4

hardware services, 1-4

software support, 1-5

AI

See Artificial Intelligence

Artificial Intelligence (AI) Planning and Design Services, 3-2

Assisted Service Program, 2-1

B

Basic Node Service, 1-4

Basic Service agreement (hardware), 1-4

Basic System Support Service, 1-4

BNS

See Basic Node Service

Board repair service

See Factory Repair Service

Books

See Digital Press

BSS

See Basic System Support Service

C

CBI

See Computer-based instruction

Computer-based instruction (CBI), 4-2

Constant Voltage Conditioner (CVC), 2-5

Consulting services

See Professional and consulting services

Courses

computer-based instruction (CBI), 4-2

instructor-led, 4-2

Interactive Video Information System (IVIS), 4-2

on-site, 4-3

self-paced instruction (SPI), 4-2

CRC

See Customer Return Center

CSC

See Customer Support Center

Custom application consulting, 3-2

Customer Return Center (CRC), 1-1

Customer Services organization, 1-1

Customer Support Center (CSC), 1-5

Customized support services, 5-1

facility management, 5-3

logistic support services, 5-2

service administrative support, 5-2

service management support, 5-3

service project management, 5-2

system and support integration, 5-1

CVC

See Constant Voltage Conditioner

D

DASP

DASP (Cont.)

See Digital Assisted Service Program

Data Protection Service, 1-9

DCSS

See Customized support services

DECcompatible Service, 1-9

DECmailer and Emergency Dispatch Service, 2-3

DEC-O-LOG Service, 2-2

DECservice agreement (hardware), 1-4

DECservice Node Service

9x5, 1-3

24x7, 1-3

DECstart Consulting Services, 3-2

DECsystem Support Service

9x5, 1-3

24x7, 1-3

Diagnostics, service mode, 2-3

Diagnostic Update Service, 2-3

Digital Assisted Service Program, 2-1

Digital Press, 4-3

Digital Service Network Link (DSNlink), 1-2, 1-3, 1-5

Digital Software Information Network

See Digital Service Network Link

Distribution service, documentation, 1-6

DN9

See DECservice Node Service, 9x5

DNS

See DECservice Node Service, 24x7

Documentation distribution service, 1-6

Documentation Update Service, 1-6

DS9

See DECsystem Support Service, 9x5

DSIN

See Digital Service Network Link DSNlink

DSNlink (Cont.)

See Digital Service Network Link DSS

See DECsystem Support Service, 24x7

E

EDS

See Emergency Dispatch Service

Educational Services, 4-1

computer-based instruction (CBI), 4-2

Digital Press, 4-3

instructor-led courses, 4-2

Interactive Video Information System (IVIS), 4-2

management seminars, 4-1

on-site training, 4-3

organization, 4-1

overview, 4-1

self-paced instruction (SPI), 4-2

technical and management seminars, 4-1

Emergency Dispatch Service (EDS), 2-3

Emergency order service, spares, 2-3

Enterprise services

See Customized support services

Environmental products, 2-4

F

Facility management, 5-3

Factory loaded software, 1-2

Factory Repair Service, 2-4

Field replaceable units (FRUs), 1-1

Field Services

See Customer Services

FRUs

See Field-replaceable units

H

Hardware and software service agreements, 1-2

Hardware services agreements, 1-4

Basic Service agreement, 1-4

Constant Voltage Conditioner (CVC), 2-5

DECmailer and Emergency Dispatch Service, 2-3

DEC-O-LOG, 2-2

DECservice agreement, 1-4

diagnostics, service mode, 2-3

Diagnostic Update Service, 2-3

Emergency Dispatch Service, 2-3

environmental products, 2-4

Factory Repair Service, 2-4

Maintenance Documentation Service (MDS), 2-2

Maintenance Product Recommendation Service (MPRS), 2-1

MicroVAX Diagnostic Monitor (MDM), 2-3

Part Number Assistance, 2-2

parts, unlisted, 2-3

Same Board Repair Service, 2-4

self-maintenance and support, 2-1

Self-Maintenance Information Line, 2-4

Self-Maintenance Services organization, 2-2

service mode diagnostics, 2-3

Spares Emergency Order Service, 2-3

Standby Uninterruptible Power Supply (SUPS), 2-4

training, 4-1

Transient Voltage Surge Suppressor (TVSS), 2-5

Unlisted Parts Service, 2-3

I

Information line, self-maintenance, 2-4

Instruction

See Educational Services

Instructor-led courses, 4-2

Integrated hardware and software service agreements, 1-2

Integration, system and support, 5-1

Interactive Video Information System (IVIS), 4-2

IVIS

See Interactive Video Information System

L

List Warranty, 1-1

Logistic support services, 5-2

M

Maintenance and support services, 1-1

agreements, hardware service, 1-4

Basic Node Service, 1-4

Basic Service agreement, 1-4

Basic System Support Service, 1-4

Customer Services organization, 1-1

Customer Support Center (CSC), 1-5

Data Protection Service, 1-9

DECcompatible Service, 1-9

DECservice agreement, 1-4

DECservice Node Service 24x7, 1-3

DECservice Node Service 9x5, 1-3

DECsystem Support Service 24x7, 1-3

DECsystem Support Service 9x5, 1-3

Digital Service Network Link (DSNlink), 1-5

Documentation Update Service, 1-6

Maintenance and support services
(Cont.)
 hardware service agreements,
 1-4
 List Warranty, 1-1
 Media and Documentation
 Distribution Service
 (MDDS), 1-6
 NETplan, 1-7
 NETstart, 1-8
 NETsupport, 1-8
 Other services, 1-9
 Postwarranty integrated
 hardware and software
 service agreements, 1-2
 Recover Service, 1-9
 Software Node Service, 1-5
 Software Product Services (SPS)
 organization, 1-5
 Software support agreements,
 1-5
 Software Support Service, 1-5
 Software Update Installation
 Service (SUIS), 1-7
 Standard Warranty, 1-2
 Startup Service Packages (SSPs),
 1-5
 supplemental services, 1-6
 System Management Service
 (SMS), 1-6
 warranty services, 1-1
Maintenance Documentation Service
(MDS), 2-2
Maintenance Product Recommenda-
tion Service (MPRS), 2-1
Management, facility, 5-3
Management, service project, 5-2
Management seminars, 4-1
Management service, system, 1-6
Management support, service, 5-3
MDDS
 See Media and Documentation
 Distribution Service
MDM
 See MicroVAX Diagnostic Monitor
MDS

MDS (Cont.)
 See Maintenance Documentation
 Service
Media and Documentation
 Distribution Service (MDDS),
 1-6
MicroVAX Diagnostic Monitor
(MDM), 2-3
MPRS
 See Maintenance Product
 Recommendation Service

N

NETplan service, 1-7
NETstart service, 1-8
NETsupport service, 1-8
Network Planning and Design
Services, 3-2
Network services
 NETplan, 1-7
 NETstart, 1-8
 NETsupport, 1-8

O

Office Analysis and Design Services,
3-2
Office Application Support Services,
3-3
On-site training, 4-3
Order service, spares, 2-3
Other services
 See also Supplemental services
 Data Protection, 1-9
 DECcompatible, 1-9
 Recover, 1-9

P

Part Number Assistance, 2-2
Parts, unlisted, 2-3
Performance and Capacity Planning,
3-3
Postwarranty integrated hardware
and software service
agreements, 1-2

- Products, environmental, 2-4
- Professional and consulting services, 3-1
 - Artificial Intelligence (AI)
 - Planning and Design, 3-2
 - custom applications, 3-2
 - DECstart, 3-2
 - Network Planning and Design, 3-2
 - Office Analysis and Design, 3-2
 - Office Application Support, 3-3
 - overview, 3-1
 - Performance and Capacity
 - Planning, 3-3
 - planning and design, 3-2
 - Professional Services organization, 3-1
- Professional Services organization, 3-1
- Project management, service, 5-2
- Protection Service
 - See* Data Protection Service

R

- Recover Service, 1-9
- Repair service, factory, 2-4

S

- Same Board Repair Service
 - See* Factory Repair Service
- Second-year integrated hardware and software service agreements, 1-2
- Self-maintenance and support services, 2-1
 - Constant Voltage Conditioner (CVC), 2-5
 - DECmailer and Emergency Dispatch Service, 2-3
 - DEC-O-LOG Service, 2-2
 - diagnostics, service mode, 2-3
 - Diagnostic Update Service, 2-3
 - Digital Assisted Service Program, 2-1

- Self-maintenance and support services (Cont.)
 - Emergency Dispatch Service (EDS), 2-3
 - environmental products, 2-4
 - Factory Repair Service, 2-4
 - information line, 2-4
 - Maintenance Documentation Service (MDS), 2-2
 - Maintenance Product Recommendation Service (MPRS), 2-1
 - MicroVAX Diagnostic Monitor (MDM), 2-3
 - Part Number Assistance, 2-2
 - parts, unlisted, 2-3
 - Same Board Repair Service, 2-4
 - Self-Maintenance Services
 - organization, 2-2
 - service mode diagnostics, 2-3
 - Spares Emergency Order Service, 2-3
 - Standby Uninterruptible Power Supply (SUPS), 2-4
 - training, 2-5
 - Transient Voltage Surge Suppressor (TVSS), 2-5
 - Unlisted Parts Service, 2-3
- Self-Maintenance Information Line, 2-4
- Self-Maintenance Services
 - organization, 2-2
- Self-paced instruction (SPI), 4-2
- Seminars
 - on-site, 4-3
 - technical and management, 4-1
- Service administrative support, 5-2
- Service agreements, hardware and software, 1-2
- Service management support, 5-3
- Service mode diagnostics, 2-3
- Service project management, 5-2
- SMS
 - See* System Management Service
- SNS
 - See* Software Node Service

Software, factory loaded, 1-2
Software and hardware service agreements, 1-2
Software Node Service, 1-5
Software Product Services (SPS) organization, 1-5
Software services
 consulting, 3-1
 overview, 1-5
 Software Support Service, 1-5
 Startup Service Packages (SSPs), 1-5
 training, 4-1
Software support agreements, 1-5
Software Support Service, 1-5
Software Update Installation Service (SUIS), 1-7
Spares Emergency Order Service, 2-3
SPI
 See Self-paced instruction
SPS
 See Software Product Services organization
SSPs
 See Startup Service Packages
SSS
 See Software Support Service
Standard Warranty, 1-2
Standby Uninterruptible Power Supply (SUPS), 2-4
Startup Service Packages (SSPs), 1-5
SUIS
 See Software Update Installation Service
Supplemental services
 Documentation Update Service, 1-6
 Media and Documentation Distribution Service (MDDS), 1-6
 Software Update Installation Service (SUIS), 1-7

Supplemental services (Cont.)
 System Management Service (SMS), 1-6
Support and system integration, 5-1
Support services, 1-1, 2-1
 customized, 5-1
 logistic, 5-2
SUPS
 See Standby Uninterruptible Power Supply
System and support integration, 5-1
System Management Service (SMS), 1-6

T

Technical and management seminars, 4-1
Training
 See Educational services
Transient Voltage Surge Suppressor (TVSS), 2-5
TVSS
 See Transient Voltage Surge Suppressor

U

Unlisted Parts Service, 2-3
Update service
 documentation, 1-6
 software, 1-7

V

Video instruction
 See Interactive Video Information System

W

Warranty, software supplemental services, 1-6
Warranty E
 See Standard Warranty
Warranty services, 1-1
 List Warranty, 1-1
 Standard Warranty, 1-2

HOW TO ORDER ADDITIONAL DOCUMENTATION

From	Call	Write
Alaska, Hawaii, or New Hampshire	603-884-6660	Digital Equipment Corporation P.O. Box CS2008 Nashua NH 03061
Rest of U.S.A. and Puerto Rico ¹	800-DIGITAL	
¹ Prepaid orders from Puerto Rico, call Digital's local subsidiary (809-754-7575)		
Canada	800-267-6219 (for software documentation) 613-592-5111 (for hardware documentation)	Digital Equipment of Canada Ltd. 100 Herzberg Road Kanata, Ontario, Canada K2K 2A6 Attn: Direct Order Desk
Internal orders (for software documentation)	DTN: 241-3023 508-874-3023	Software Supply Business (SSB) Digital Equipment Corporation Westminster MA 01473
Internal orders (for hardware documentation)	DTN: 234-4323 508-351-4323	Publishing & Circulation Services (P&CS) NRO3-1/W3 Digital Equipment Corporation Northboro MA 01532

Reader's Comments

Entry Systems
Customer Services
EK-388AA-CS-001

Your comments and suggestions will help us improve the quality of our future documentation. Please note that this form is for comments on documentation only.

I rate this manual's:

	Excellent	Good	Fair	Poor
Accuracy (product works as described)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completeness (enough information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity (easy to understand)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organization (structure of subject matter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Figures (useful)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Examples (useful)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Index (ability to find topic)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Page layout (easy to find information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What I like best about this manual: _____

What I like least about this manual: _____

My additional comments or suggestions for improving this manual:

I found the following errors in this manual:

Page	Description
_____	_____
_____	_____
_____	_____

Please indicate the type of user/reader that you most nearly represent:

- ☐ Administrative Support
- ☐ Computer Operator
- ☐ Educator/Trainer
- ☐ Programmer/Analyst
- ☐ Sales

- ☐ Scientist/Engineer
- ☐ Software Support
- ☐ System Manager
- ☐ Other (please specify) _____

Name/Title _____ Dept. _____

Company _____ Date _____

Mailing Address _____

Phone _____

Do Not Tear — Fold Here and Tape

digitalTM



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO.33 MAYNARD MASS.

POSTAGE WILL BE PAID BY ADDRESSEE

**DIGITAL EQUIPMENT CORPORATION
CORPORATE USER PUBLICATIONS
PK03-1/D30
129 PARKER STREET
MAYNARD, MA 01754-2198**



Do Not Tear — Fold Here

Cut Along Dotted Line